Delay in installation of Telephones after issue of OBs

1106. SHRI O.P. KOHLI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether telephones are not being installed for weeks after issue of OBs;

(b) the details of time limit within which such telephones are to be installed/made operational;

(c) whether complaints of the subscribers for removal of faults are not being attended to promptly nor their letters replied to;

(d) if so, whether Government propose to enquire into the functioning of MTNL and suggest improvement, if not, the reasons therefor; and

(e) the details of complaints/cases of corruption were received/came to light in the last one year and the action taken thereon?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) No Sir, except in cases of bulk release and technically non-feasible cases.

(b) Except in case of bulk release, 15 days is the normal period prescribed for the installation of new telephone after issue of OB. Besides this, if a specific pocket is technically non-feasible due to non-availability of cable pairs, then also it takes more time.

(c) All out efforts are made to rectify the telephone reported faulty as quickly as possible to the customers' satisfaction. To deal with the subscribers' written complaints, Public Grievance cell are operative in each area. The letters are also replied at appropriate level.

(d) No Sir, in view of (c) above.

(e) The number of complaints received by the Vigilance Cell of MTNL, Delhi in 1995-96 is 39. The disposal is as given below:

(i) No. of cases in which rent rebate granted for faulty services?

(ii) No. of cases in which action recommended:—

(a) Disciplinary action—5

(b) Warning—2

(c) Transfer of officials—3

(iii) Cases in which charges could not be established-22

In MTNL, Mumbai, five cases of corruption were received during 1995-96, out of these 3 cases are being processed by CBI. In one case the lineman involved has been transferred and in the other case, it was recommended that the case be closed since the complainant was not cooperative.

Setting up of Road Safety Bureau

1107. SHRI JANARDAN YADAV: Will the Minister of SURFACE TRANSPORT be pleased to state:

(a) whether there is any proposal to set up a Road Safety Bureau in every State;

(b) whether any such Road Safety Bureau operates in Bihar;

(c) if so, the details thereof; and

(d) whether road safety is likely to be enhanced by increasing vigilance in different States?

THE MINISTER OF SURFACE TRANSPORT (SHRI T. G. VENKATARAMAN): (a) No, Sir. However, in terms of Section 215 of the Motor Vehicles Act, 1988, a State Government may constitute for the State a State Road Safety Council.

(b) and (c) No, Sir.

(d) Yes, Sir.

Oil spill in the Hoogly river at Haldia

1108. SHRIMATI KAMLA SINHA:
SHRI GHUFRAN AZAM:

Will the Minister of SURFACE TRANSPORT be pleased to state:

(a) whether it is a fact that over three lakh litres of high speed diesel oil were spilt into the Hoogly river at Haldia from the IOC oil reservoir posing serious threat of fire to the dock complex;

(b) if so, the details thereof;

(c) the outcome of the inquiry conducted into the oil spill; and

(d) the action has been taken by Government in this matter?